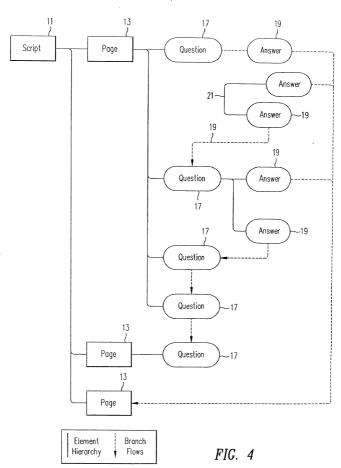


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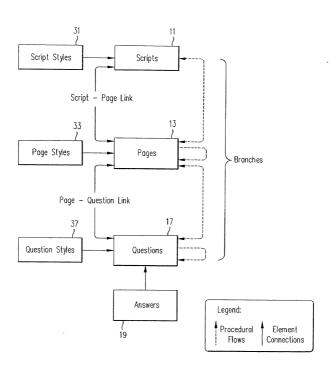


FIG. 5

61	
First Name Last Name Campaign Service	
Script playing area. Thank you for calling Siebel systems. This is Tiffany, how can be Need license key —17 o Need upgrade to Siebel 99—17 Need assistance on new SmartScript—17	15 / n I help you today?
How long have you been working with SmartScript? ~17 1 week 19 Have you read the documentation? ~17 o Yes o No	
11	11 July 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

FIG. 6

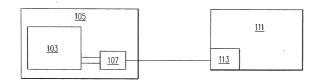
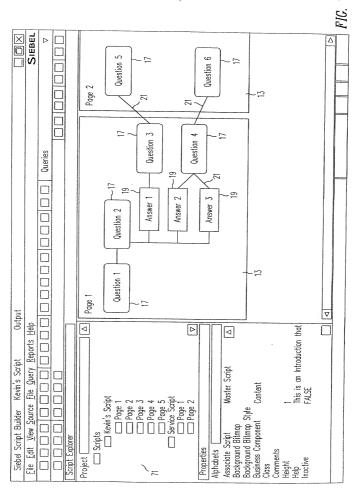


FIG. 10



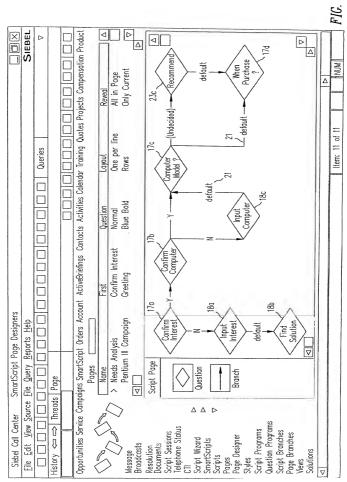


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